

URBAN MATRIX CARPET TILE

Urban Matrix Carpet Tile Limited Warranty **Ultra Flex Backing System**

AquaShield™ warrants Urban Matrix Carpet Tile products, when used strictly in accordance with AquaShield™ specifications and written guidelines. This warranty applies only to carpet tile products. The warranty begins when you purchase the carpet and extends it for the limited warranty period and for the original installation. The warranty is further limited to the period the carpet is owned and maintained by the original end-use purchaser. AquaShield™ shall be the sole and final judge of product performance, defect determination, and warranty applicability.

WARRANTY COVERAGE

1. Limited Lifetime Structural Integrity Warranty

Urban Matrix Carpet Tile is warranted to be free from defects in material and workmanship, including:

- Delamination of the primary and secondary backing
- Edge ravel, tuft bind loss, or seam integrity failure
- Dimensional instability (shrinkage, curling, doming)

Term: Lifetime (defined as 15 years from date of installation)

2. Ultra Flex™ Backing Performance Warranty

The Ultra Flex™ backing system is warranted to:

- Maintain dimensional stability under normal use conditions
- Resist moisture-related degradation from slab moisture vapor emissions within industry standards
- Prevent excessive expansion, contraction, or warping

Term: 15 Years

3. Commercial Wear Warranty

Urban Matrix Carpet Tile will not exhibit fiber wear loss greater than 10% as determined by Diamond Surfaces using industry-accepted testing methods under normal commercial traffic conditions.

- “Wear” is defined as fiber loss, not crushing or matting

Term: 15 Years

4. Appearance Retention Warranty

The product will maintain acceptable appearance retention ratings under normal use when properly maintained.

- Excludes changes due to soiling, staining, or improper maintenance

Term: 10 Years

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5. Stain Resistance Warranty

Urban Matrix Carpet Tile is warranted to resist permanent staining from most common commercial contaminants, including:

- Coffee, soda, food spills, and dirt.

Exclusions:

- Oil-based substances
- Harsh chemicals, bleaches, or dyes

Term: 10 Years

6. Static Protection

This carpet will not generate static build-up in excess of 3.5 kV, during the warranty period as tested by AATCC Test Method 134.

7. Colorfastness to Light Warranty

The product is warranted to be resistant to fading from normal indoor lighting conditions.

Term: 10 Years

INSTALLATION REQUIREMENTS

This warranty is valid only if:

- Installation follows AquaShield™ guidelines
- Industry standards such as Carpet and Rug Institute (CRI) are followed
- Approved adhesives and installation methods are used. AquaShield™ is not responsible for adhesive performance unless adhesives are expressly approved in writing.
- Subfloor moisture conditions meet ASTM standards (F2170 / F1869)

MAINTENANCE REQUIREMENTS

- Regular vacuuming and prompt removal of spills
- Periodic deep cleaning per CRI guidelines
- Use of walk-off mats at entrances
- No use of solvents or harsh chemicals

Failure to follow proper maintenance procedures may void this warranty.

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EXCLUSIONS

This warranty does not cover:

- Improper installation or adhesive failure
- Damage from flooding, plumbing leaks, or excessive moisture
- Burns, cuts, tears, or abuse
- Rolling load damage exceeding product specifications
- Color variation between dye lots
- Changes in appearance due to shading, pile reversal, or tracking
- Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like).
- Carpet which has been surface treated with materials not recommended by the Company or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by the Company.

Replacement products may vary in color, texture, or appearance and will not be deemed defective

REMEDIES

These remedies constitute the sole and exclusive remedy available under this warranty:

- Repair the affected area
- Replace the defective carpet tile
- Provide pro-rated material credit
- Labor, removal, and installation, downtime, or business interruption costs are under no circumstances Aqua Shield's responsibility.

AquaShield™ must be given reasonable access to inspect the product prior to any removal or repair. Failure to do so voids the claim.

WARRANTY CLAIM PROCESS

Claims must include:

- Proof of purchase
- Installation documentation
- Maintenance records
- Sample of the defective product (if requested)

Submit claims to your AquaShield™ representative within 30 days of issue discovery. Failure to provide timely notice voids the claim.

LIMITATIONS

- This warranty is non-transferable
- Applies only to original end user
- Limited to replacement value of the product
- No implied warranties beyond those stated herein

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COMMERCIAL USE CLASSIFICATION

Urban Matrix Carpet Tile is intended for:

- Corporate offices
- Retail environments
- Education facilities
- Healthcare (non-critical areas)

Use outside the stated commercial classifications voids all warranties.

FINAL NOTE

The warranty is not transferable. It extends only to the original end use purchaser. AquaShield™ does not grant any person or entity the authority to create for it any obligation or liability in connection with this product. AquaShield™ shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damage(s) arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

This warranty is designed specifically for modular carpet tile construction.